



Performance Management and Quality Matters

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Making Progress Towards MDPH Accreditation



Much progress has been made on the road to national public health accreditation since our last newsletter in March. More than 70 Massachusetts Department of Public Health Staff divided among 12 teams have been meeting to review the Public Health Accreditation Board (PHAB) 12 Domain Standards and Measures to identify the required documents.

Additionally, **Paul Oppedisano** and **Glynnis LaRosa** attended the Public Health Accreditation Board (PHAB) Accreditation Coordinator training in May. PHAB assigned our Accreditation Specialist, **Cathy Vogel** to work with MDPH throughout the accreditation process. In July, **Antonia Blinn** (pictured above) joined the team in the new position of Director of Performance Management and Quality Improvement to bring us to the finish line.

The countdown has begun! **We must submit all 357 examples supporting the 12 Domains for PHAB's consideration no later than June 4, 2016.** This seems like a long time, but it will go by very quickly!

Finally, the Accreditation Team would like to thank **Mike Coughlin** who retired after over 20 years at DPH and 32 years of public service and most recently as our Accreditation Manager. Paul Oppedisano is the Interim Accreditation Coordinator. **Tom Land** continues to provide valuable direction and leadership to the Accreditation Team. If you have any questions about Accreditation or PHAB please contact Paul at **paul.oppedisano@state.ma.us** to see if you might be able to help our team cross the finish line to documentation submission early!



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Accreditation Information Webinar Online

A 20-minute webinar about the PHAB accreditation process, performance management and quality improvement:
www1.gotomeeting.com/register/153702449

MDPH's Performance Management System



MDPH's Accreditation Team has been working on a Quality Improvement (QI) Initiative. Not surprisingly, this initiative focused on our current Performance Management System (PMS) to ensure that it will meet PHAB accreditation standards for Performance Management (PM) and QI. We utilized the model of improvement called Plan-Do-Study-Act (PDSA) to ensure we were both meeting the requirement for accreditation as well as to evolve a tool that would be helpful for the Commissioner, the bureaus and offices as well programs.

You didn't know that MDPH already has a Performance Management System (PMS)? Well, it's true. It's called "EHS Results!" and is run by EOHHS' Performance Management Office. For several years, MDPH has provided regular updates on many "performance-based program budget" measures or PBPBs. In late spring the State Health Improvement Plan (SHIP) measures were added

to EHSResults! resulting in 165 individual indicators and targets rolled out by SHIP domain area. The PMS sends automated reports monthly as well as historical quarterly reports to selected MDPH staff containing all of these measures along with their baseline outcomes, prior results, targets and much more.

Over the past 6 weeks, the MDPH Accreditation team has been meeting with each bureau to discuss the administration's goals to ensure that each bureau has identified individual indicators that align with MDPH priorities, EOHHS priorities and the Governor's priorities. Over the next several weeks, we'll be coming back to the bureaus for a final review of performance measures and to ensure that the data source and identified targets are correct. We'll also discuss ways to use the new PM System. Contact Antonia.Blinn@state.ma.us for more information about EHSResults! or the Performance Management system.

Looking for Gems to Fill Our Treasure Chest



Many MDPH programs strive to improve by gaining efficiencies, reducing waste in processes and promoting collaborations to work better. Each edition of this newsletter will have a section dedicated to highlight the fabulous work going on every day! Previous issues focused on: improving the Institutional Review

Board (IRB) process undertaken by the Office of Data Management, Culturally and Linguistically Appropriate Services (CLAS) Initiative Implementation project coordinated by the Office of Health Equity, Complaint Processing Efficiency Project conducted by the Bureau of Healthcare Safety and Quality.

Does your program or office conduct regular quality improvement initiatives? We want to highlight your work!

Please reach out to Antonia Blinn to share your story – we'll highlight your efforts in a future newsletter!